

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

CULTURAL COMPETENCY COMMITTEE MEETING MINUTES

Date: August 10, 2016

Present: Ann Lee, SA 8 Long Beach/South Bay Geo Initiative; Antha Abraham, LACCC; Araceli Gomez; Belanie Brown, DMH/CGRD; Betty Dandino; LACCC, chair; Blanca Watson, CL; Brian Valdez, CL; Carlos Ludena, CL; Carlos Valdez, Coalición Latina; Cindy Rojas, CL; Chandler Norton, DMH OASOC; Dominique Pullion, District Safety Wilshire Center; Donetta Jackson, Anne Sippi; Guadalupe Yepiz, CL; Haydee Guevara, Latino Coalition; Helen Park, DMH-JJMHP; Isela Gonzalez; Jane Kim, KYCC; Leticia Ximenez, DMH Community & Government Relations Division – CCC Co-chair; Ligia Pacheco, KYCC; Luis Garcia, Tri-City Mental Health Services; Luis Reyes, Wilshire Center; Mariam Nahapetyan, SA 2 Admin; Maritza Lebron, NAMI West Central Clinic; Masao Tsuru, Office of Integrated Care; Mirtala Parada Ward, PSB-QID; Naga Kasarabada, DMH-QID; Perla Valdez, CL; Rafaela Diaz, Hillsides; Reina De Cuellar, DMH SA 2/Outreach and Engagement; Robert A. Valdez, Coalición Latina; Rocco Cheng, Rocco Cheng & Associates; Roxana Linares, PSB-QID; Sandra Clayton, LACC; Sawako Nitao, Asian Coalition; Shirley Fournoy, DMH TAY SOC; Sunnie Whipple, AI/AN community member; Sydney Woods, DMH OASOC; Veronica Ramirez, DMH Volunteer; Zoila Ilbay, CL.

Participants via Webex: Dalia Cisneros, Five Acres; Karen Macedonio, SAAC 5 Co-chair; Lisha Singleton, DMH; Luis Ramirez; Rocco Cheng, SA3; Sandra Chang Ptasinski, PSB-QID; Sandra Clayton; Sonia Hines; Tina Kuperman.

Agenda Items	Comments/Discussion/Recommendations/Conclusions	Action Item	Person(s) Responsible
Welcome & Introductions	Attendee introductions		CCC membership
Review of Minutes	July minutes reviewed and approved.		Co-Chairs
MHSOAC Update	No update.		
ESM Update	<p>1) PSB-CCU Cultural Competency Projects</p> <p>The CCU is working on two projects which are directly connected to the Cultural Competence Plan Requirements (CCPR) and the Culturally and Linguistically Appropriate Services (CLAS) Standards. These projects include:</p> <ul style="list-style-type: none"> a. The LACDMH Cultural Competence Organizational Assessment <ul style="list-style-type: none"> • A Statement of Work (SOW) has been developed to hire a consultant to sample the LACDMH workforce regarding level of knowledge on cultural and linguistic competency • Once in the implementation phase, the CCC will be one of 	<ul style="list-style-type: none"> • The ESM will provide updates when the CC Organizational Assessment Project rolls out. 	Sandra Chang Ptasinski

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	<p>stakeholder groups to provide input for the project</p> <p>b. Cultural competence training for the SA QIC</p> <ul style="list-style-type: none"> A two hour training using the train-the-trainer model will be offered to providers who attend the SA QICs. This basic training will cover cultural awareness, cultural sensitivity, cultural humility and LACDMH demographical information. <ul style="list-style-type: none"> A PowerPoint presentation has been developed and is being reviewed by the PSB-QID management. Attendance to this training will satisfy the annual requirement for CC training The trainings will begin in September 2016 Currently looking for a venue that will hold 60-70 individuals for the trainings. <p>2) CLAS Standards</p> <p>The ESM utilized this opportunity to review the 15 CLAS Standards with the CCC membership:</p> <p>a. The Principal Standard is related to the provision of effective, equitable, understandable, and respectful services that are responsive to cultural and linguistic preferences and communication needs of the communities we serve</p> <p>b. The review also covered the CLAS Standards that provide guidelines in the areas of</p> <ul style="list-style-type: none"> Communication and language assistance Engagement, continuous improvement, and accountability Governance leadership and workforce <p>c. It was emphasized that Departmental Programs exercise the CLAS Standards with activities such as: Recruitment/hiring of culturally and linguistically competent staff, provision of language assistance services, making beneficiary information available in different communication formats, partnering with communities to meet their cultural and linguistic preferences, conducting service needs assessments, engaging in quality improvement activities, pursuing/receiving cultural competence training, and practicing</p>	<ul style="list-style-type: none"> The ESM will bring the SA QIC training power point to the CCC for feedback when it has been approved internally 	

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	accountability in service provision.		
SLT	<p>A. The July 2016 SLT meeting was cancelled</p> <p>B. CCC co-chair is unsure if the new SLT facilitator has been selected</p> <p>C. The membership was reminded that Leticia Ximenez and Bernice Mascher serve as CCC representatives and that the Committee's recommendations are voiced at SLT meetings</p> <p>D. Next SLT meeting is August 17, 2016 at St. Anne's and a copy of the agenda was distributed to the CCC</p> <p>E. SLT meetings are open to the public</p>		Leticia Ximenez
Workgroup Presentation: Data and Forensic Diversion Workgroup Products	<p>A. The Data and Forensic Diversion Workgroup provided a presentation on their products as follows:</p> <p>1) PowerPoint presentation, "Using Data to Identify Community Cultural Needs," The presenters included:</p> <ul style="list-style-type: none"> – Part I: Luis Garcia – Part II: Belanie Brown – Part III: Masao Tsuru <p>a) Part I: Organizations Tracking Service Area Data and Sources of Collected Data</p> <p>Examples of LACDMH resources that provide system-wide data:</p> <ul style="list-style-type: none"> • Quality Improvement Work Plan Evaluation Report • Online Provider Directories • Mental Health Statistics Improvement Program (MHSIP) Survey • Integrated system (IS) • Service request tracking system (SRTS) <p>b) Part II: Elements on How and Why to Organize and Plan Data Collection Projects to Improve Services</p> <p>Planning a Data Collection Project requires:</p> <ul style="list-style-type: none"> • A specific and measurable question • Choosing databases and instruments to measure questions • Consider the elements of data collection projects 		Belanie Brown, Luis Garcia, and Masao Tsuru

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	<ul style="list-style-type: none"> • Importance and relevance of data collection projects <p>c) Part III: Creating and Implementing a Data Collecting Project</p> <ul style="list-style-type: none"> • Begin a group discussion to determine if the delivery of services are culturally and linguistically appropriate • Examples of Service Area-based data collection projects were provided and discussed <p>2) Beginning and Ending Presentation Questionnaire The CCC membership completed this questionnaire at the beginning and end of the PowerPoint presentation. Sample survey questions:</p> <ol style="list-style-type: none"> a. Why does LACDMH use data? b. Does data collection planning begin with a specific and measurable question? c. Is data collection relevant and important to inform LACDMH about quality of services? d. Is data collection an essential element for the SAs to determine if their service delivery is culturally competent and appropriate? e. The Data Workgroup explained that the beginning and end questionnaires were administered to demonstrate the effectiveness of the presentation and as an example of data collection <p>3) Presentation Evaluation Form Sample survey questions:</p> <ul style="list-style-type: none"> • Was the presentation informative? • Did the participant learn valuable information about data collection? • Does the participant know where to access system-wide data related to cultural and linguistic competency? • As a result of the presentation, is the participant interested in data collection projects? 		

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<p>Discussion regarding utilization of the Workgroup Products</p>	<p><u>CCC feedback regarding the PowerPoint presentation:</u></p> <ul style="list-style-type: none"> a. The purpose of the presentation is not clear b. The recommendation was made to include a slide that explains the objectives of the presentation and how it is relevant to the audience c. It is not clear whether the audiences (i.e. SAACs) are being asked to do a data collection project d. Another recommendation was to add a slide with the definition of mental health disparities <p>5) Mental Health Statistics Improvement Program (MHSIP) Survey Fact Sheet</p> <ul style="list-style-type: none"> a. This fact sheet identifies what the MHSIP is, the areas of services that are measured, who created the survey, and why and how it is administered. It also states that the MHSIP is a requirement for centers billing Medicare and Medicaid. <p>CCC suggestions regarding the future use of these Workgroup products:</p> <ul style="list-style-type: none"> 1) The PowerPoint can be offered to the SAACs and SA QICs once it is revised with the recommendations provided today 2) The presentation can be featured in the CCC webpage 3) This presentation can also be offered in combination with the Underserved Cultural Communities (UsCC) presentation being planned for SAACs <ul style="list-style-type: none"> • Mirtala Parada Ward, UsCC Program Head, offered the Workgroup time during the upcoming UsCC SAAC presentations and the opportunity for the handout materials (evaluation form, questionnaire and fact sheet) to distribute at these meetings. 4) The MHSIP fact sheet can be utilized as a resource at SA QIC meetings at the time that MHSIP trainings are conducted by the PSB QID. 5) The MHSIP fact sheet can be translated into threshold languages and distributed to consumers 6) It can also be made available to all providers as a reference link. 		

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Announcements	<p>A. Next month, the CCC will host a presentation on the Cultural Competency Training in the Chaplaincy Program.</p> <p>B. In September 2016, Debbie Innes-Gomberg from the MHSA Implementation and Outcomes Division will present on the MHSA 3-Year Plan Update</p> <p>C. In November 2016, the CCC will host a presentation on the Family Preservation Program</p>		Leticia Ximenez
Next meeting	<ul style="list-style-type: none">Wednesday, September 14th, 2016, 1:30 pm to 3:30 pm at 550 S. Vermont Ave, 3rd floor conference room, Los Angeles, CA 90020		

Respectfully Submitted,

Sandra Chang Kasinski, Ph.D.

LACDMH

Program Support Bureau

Quality Improvement Division

Cultural Competency Unit

Ethnic Services Manager